
OFFICIAL REQUEST FOR PROPOSAL (RFP) PACKAGE

EMS Billing Services for the Fire Department

Proposals Due: October 7, 2013
Submit Sealed Proposals to:

City of Canton Purchasing Department
Attn: Randy Dublikar
218 Cleveland Avenue SW, 6th Floor
Canton, OH 44702

The City of Canton Fire Department

EMS BILLING SERVICES
City of Canton Fire Department

PLEASE BE ADVISED THAT THE ENSUING CONTRACT WILL BE FOR A TWO (2) YEAR SERVICES CONTRACT.

EACH BIDDER MUST SUBMIT AN "AFFIRMATIVE ACTION PLAN" AND/OR "EEO POLICY" PRIOR TO ANY CONTRACT BEING ENTERED INTO.

EACH BIDDER MUST SUBMIT THEIR FEDERAL ID NUMBER FOR IRS PURPOSES.

The bidder must print this entire package and submit in its entirety. The City requests that the bidder submit five (5) copies.

PLEASE ACKNOWLEDGE THAT YOU HAVE READ THE ABOVE REQUIREMENTS BY SIGNING BELOW.

DATE

SIGNATURE

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1.0 Scope & Classification

- 1.1 **Scope:** The City of Canton, in conjunction with Canton Fire Department, is requesting proposals to provide the City with a contract for private (3rd party) billing services to assist in the collection of ambulance fees for patients transported by Canton Fire Department Paramedics. The City conducts approximately seven hundred (700) EMS runs per month for which billing must be processed under this contract. The contract term shall be through December 31, 2015 and may potentially be extended up to two (2) additional years.
- 1.2 **Classification:** The successful offeror will be responsible for processing all Fire Department Paramedic transports and billing all applicable health insurance companies and individuals for services provided. Offerors are encouraged to submit proposals that demonstrate their ability, past performance and costs as defined in this request.
- 1.2.1 **Specification Questions:** Questions regarding this bid must be sent in writing via email to randall.dublikar@cantonohio.gov no later than 12:00 noon (local time) on Monday, September 23. Responses will be posted as an addendum to this bid on the City's website (cantonohio.gov/purchasing/, under the "Advertisements" page) no later than 12:00 noon (local time) on Wednesday, September 25.

2.0 Applicable Publications & Standards

2.1 N/A

3.0 Specifications

3.1 General Information

- 3.1.1 **Term:** The proposed contract shall be in effect through December 31, 2015. The agreement shall have two (2) optional one-year extension periods, if mutually agreed upon, through December 31, 2017.
- 3.1.2 **Quantity Estimate:** The Fire Department transports and bills annually for approximately 9,000 to 10,000 patient transports annually.
- 3.1.3 **Current Environment:** The City uses Firehouse software to generate Patient Care Reports (PCR). These PCR reports are electronically transferred to the current billing services supplier. Therefore, any proposal must include compatibility with the Firehouse software.

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3.2 RFP Overview:

3.2.1 The Offeror's response to this RFP should be a clear and concise description of the Offeror's capabilities and proposed service offerings, including customized reports.

3.2.2 **RFP Schedule:** The RFP schedule represents the City's best estimate of the schedule that will be followed. Exact times for questions and answers and due date are noted in this document.

RFP Issued

Deadline for written questions: approximately 10 days after RFP issued.

City responses to questions: approximately 2 days after question deadline.

RFP due: approximately 10 days after responses posted.

Presentations (if needed) will be scheduled no later than 10 business days after receiving RFP.

Winning Offeror chosen: Will be approximately 10 days after RFP presentations.

Contract completed: approximately 30 days after winning RFP is chosen.

Contract commencement: As soon as reasonably possible following award of the contract.

3.2.3 Evaluation Criteria:

3.2.3.1 Section 1 - Quality and Ability (40 points): The quality and feasibility of the Offeror's proposal and the ability of the Offeror to perform the competently required service.

3.2.3.2 Section 2 – Past Performance (40 points): The past performance of the Offeror as reflected by evaluations from other local governments and other current and previous clients. Factors including, but not limited to, quality of work, success in controlling costs, and success in meeting deadlines will be evaluated.

3.2.3.3 Section 3 – Cost Structure (20 points): The cost structure of the Offeror's proposal. The evaluation will take into consideration the complexity of the pricing structure and the ability to manage costs and cost increases.

3.3 Requirements

3.3.1 **Needs summary:** Responses to the specific items listed in this section (3.3) will be used to evaluate proposals and determine the best offer. The City plans to contract with a private billing company in order to aid in the collection of ambulance fees.

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3.3.2 Proposal Requirements:

3.3.2.1 Section 1 – Quality and Ability (40 points): The quality and feasibility of the Offeror’s proposal; and the ability of the Offeror to perform the required service competently.

3.3.2.1.1 Offeror shall provide an overview of their company, including locations, company history, and current services the company handles.

3.3.2.1.2 Offeror shall provide information on those key personnel/employees who will be involved in the day-to-day processing of the services for the City. This shall include any specialized training of the employees, experience in the industry, and experience with the particular company.

3.3.2.1.3 Offeror shall provide an overview of the proposed services. This shall include a summary of the services that will be provided. Detail shall be given to the proposed process (from beginning to end), expectations of the City, and whether the proposed system is compatible with Firehouse software.

3.3.2.1.4 Offeror shall provide a detailed timeline of how the company will implement the billing services for the City. The timeline shall include the notification of the award through the estimated date the City will commence using the services of the company.

3.3.2.1.5 Offeror shall describe training provided to Fire Department personnel as would be necessary to understand the proposed system.

3.3.2.1.6 Offeror shall provide sample standard and custom reports that would be available to the City through the proposed system. The City expects to receive, electronically, monthly reports (at a minimum) for the following:

- Accounts receivable
- First time billed reports
- Daily posting registers
- Monthly credit reports
- Collection reports (as forwarded to collection agency)
- Insurance paid to patient report (IPTP)

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- Special reports upon request

3.3.2.1.7 Offeror shall also provide a description of why your company would be the most suitable solution for the City of Canton. This shall also include information on what makes your company stand out among other EMS billing companies.

3.3.2.1.8 **Company/Billing Practices** - Please answer all of the following questions as part of your bid response:

- How many EMS runs does your company annually bill?
- Do you have a process to find insurance information when unavailable to EMS crews? If so please describe.
- Does your company perform a SAS 70 audit annually? If so, describe company results over the last three (3) years.
- Has your company had a Medicare/Medicaid audit performed? If so, describe results.
- Please describe the process timeline from the time you receive the PCR until the invoice is sent out. How long does this process take?
- Will you accept paper PCR or do you require paperless report? If paperless reports are required, do you provide an electronic solution?
- If a bill for service is not immediately collected, please describe your follow up process.
- The City currently works with a collection agency on accounts not collected after multiple attempts. Have you worked with collection agencies in the past? Please describe the process used.
- How are billing complaints / disputes from the public handled?

3.3.2.1.9 **Timeframe:** Please provide specific information on a timetable for processing the City's bills once the contract is officially awarded. Preference may be given to Offerors who will be able to expedite the process.

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- 3.3.2.2 **Section 2 – Past Performance (40 points):** The past performance of the Offeror as reflected by evaluations of the City’s Fire Department, other cities or local governments, and other previous clients. Factors such as experience with local government entities, success in controlling costs and successful customer service will be taken into consideration.
- 3.3.2.2.1 Offeror shall provide a brief history of similar services provided to organizations of similar size and nature. This shall include a list of all organizations for which EMS billing services have been provided in the greater Stark County, or Northeast Ohio area.
- 3.3.2.2.2 Professional References: Offeror must provide professional references to verify its capabilities, experience, and work history in EMS billing services over the past five (5) years. A minimum of three (3) references are required, preferably with local government organizations within Northeast Ohio. The City of Canton may contact the reference listed. References shall include the following:
- Customer name, contact name, email address, street address, phone number.
 - Start and end dates of the services.
 - Type of billing services provided and the scope of the services provided.
- 3.3.2.2.3 Offeror shall identify all EMS billing services clients that have terminated services with their company in the past five (5) years. Briefly explain the reasons for any terminations.
- 3.3.2.3 **Section 3 - Cost Structure (20 points):** The evaluation will be based on the simplicity or complexity of the pricing structure, the ability to define and manage costs, cost add-ons and the potential for cost increases.
- 3.3.2.3.1 All costs associated with the proposed services are required to be clearly stated in the proposal.
- 3.3.2.3.2 The structure for all standard costs must be stated (charge per bill/transport run, percentage of collections, etc.)
- What/how do you charge for your services? Flat Rate Fee? Percentage Fee?
 - Please describe the services provided for that fee.

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- Please explain how you normally receive your fees for service, by monthly invoice to the city? Do you take your fees out of monies collected?
- What is your current collection rate in the State of Ohio?

3.3.2.3.3 Are there any additional / special circumstance charges? (i.e.: annual credentialing, audits, start up fees, custom reports).

3.3.2.3.4 Provide proposed quantity discounts.

3.3.2.3.5 Offeror shall clearly state the period of time for which the costs provided are fixed. Circumstances which would bring about a price increase must also be clearly stated. Prices must be fixed for a minimum of two (2) years after the start of the contract, as stated in 3.1.1.

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BIDDER'S CHECKLIST

A complete proposal packet will consist of the items listed below.

Complete this checklist to confirm the items required in your bid. Place a checkmark or "X" next to each item that you are submitting to the City of Canton. Failure to submit the listed documents may be cause for rejection of your bid. This checklist should be returned with your proposal.

- _____ Cover sheet (Page 1)
- _____ Information (Pages 2)
- _____ Specifications (Pages 3-8)
- _____ Bidder's Checklist (Page 9)
- _____ Bidder Information/Signature Pages (Pages 10-12)
- _____ EEO Forms (Pages 24-28)

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BIDDER INFORMATION

1. The Bidder shall provide the following information as part of its bid.

- a. Name of Bidder _____
- b. Business Address _____

City State Zip
- c. Business Telephone Number (____) _____
- d. Person, address, **email** and telephone to whom official notices are to be sent _____

- e. Person, address, **email** and telephone for further information regarding this proposal _____

- f. State(s) of incorporation (w/dates of incorporation) _____

- g. Principal place of business _____
- h. Local Address (if applicable) _____

- i. Federal I.D. Number # _____

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Bid Form 3
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2. Form of Business Organization.

____ Corporation

____ Partnership

____ Other

3. The bidder shall provide the names and addresses of all persons interested as principals (officers, partners, and associates) in this proposal. Write first name in full, and give titles for offices.

_____	_____
_____	_____
_____	_____
_____	_____

All of the above, including the signatory to this bid, are citizens of the United States, except the following. (Provide names and addresses of those not a citizen of the United States.)

_____	_____
_____	_____
_____	_____
_____	_____

4. Name and address of other person, firms or companies interested in this contract.

_____	_____
_____	_____
_____	_____
_____	_____

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Bid Form 3
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The undersigned certifies that the bidder has the facilities, ability and financial resources available for the fulfillment of the contract if such be awarded to said bidder.

Upon request, the bidder will be expected to amplify the foregoing statements as necessary to satisfy the OWNER concerning his ability to successfully perform the work in a satisfactory manner.

Signed this _____ day of _____, 20 _____.

Contractor

By _____
(Signature of individual, partner or officer signing the proposal.)

Please have this page Notarized

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PLEASE READ CAREFULLY

PLEASE BE ADVISED THAT BY SUBMITTING YOUR PROPOSAL TO THE CITY OF CANTON, THE CITY WILL ASSUME THAT AN AUTHORIZED REPRESENTATIVE OF YOUR COMPANY REVIEWED SAID RFP TO ASSURE THAT THE PROPOSAL IS/ARE CORRECT AND/OR ACCURATE.

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PLEASE FILL OUT THIS FORM AND RETURN PROMPTLY TO THE ADDRESS BELOW

BIDDER AND CONTRACTOR EMPLOYMENT PRACTICES REPORT

Minority Coordinator
218 Cleveland Avenue SW
Canton, Ohio 44702

I. INSTRUCTIONS

- A. **EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENT:** This form is designed to provide an evaluation of your policies and practices relating to the extension of equal employment opportunity to all persons without regard to race, religion, color, sex or national origin.

Ordinance No. 179-74 of the City of Canton and the rules and regulations pursuant thereto provide for a contract compliance inspection of personnel policies and practices related to any contract with the City including contracts for work, labor, services, supplies, equipment, materials, leases, concession agreements, and permits.

- B. **CONTRACTOR AND BIDDER PERFORMANCE:** Completion of this Contractor and Bidder Employment Practices Report is one of the steps which demonstrates compliance with the City's Equal Employment Opportunity Program. Responsibility for demonstrating compliance with the Program by the contractor and his subcontractors rests with the contractor or subcontractor. Such demonstration is a prerequisite for continued eligibility for bidding on city contracts, or for continuing in contract with the City.

II. CONTRACTOR AND BIDDER INFORMATION

1. REPORTING STATUS			
<input type="checkbox"/> a. Prime Contractor	<input type="checkbox"/> b. Prime Subcontractor	<input type="checkbox"/> c. Supplier	<input type="checkbox"/> d. Other (Specify)
2. NAME, ADDRESS AND TELEPHONE NUMBER OF BIDDER COVERED BY THIS REPORT			
3. NAME, ADDRESS AND TELEPHONE NUMBER OF PRINCIPAL OFFICIAL OR MANAGER OF BIDDER			
4. NAME, ADDRESS AND TELEPHONE NUMBER OF PRINCIPAL OFFICE OF BIDDER			
5. CONTRACTING CITY AGENCY (OR AGENCIES)			
6. SIGNATURE AND TITLE OF AUTHORIZED EQUAL EMPLOYMENT OPPORTUNITY REPRESENTATIVE DATE			

EVALUATION (level blank)

☐ Compliance

☐ Non-Compliance

☐ Follow-up _____

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III. POLICIES AND PRACTICES

The bidder and the Contractor will indicate his willingness or unwillingness to comply with the requirements of the Equal Employment Opportunity Program of the City of Canton by encircling the appropriate or applicable letter to the left of each item below. The letters are to be interpreted as follows:

- A - This is now a practice of the Company.
- B - The Company will adopt this policy.
- C - The Company cannot or will not adopt this policy. (If "C" is circled, state reason. Use separate sheet if additional space is needed.)

It is understood that the Company's willingness to participate in the Equal Employment Opportunity Program will be evaluated by the Office of Directors of Contract Compliance. This evaluation will directly influence our decision on the qualifications of each bidder and contractor, and is an integral part of your bid.

CIRCLE ONE	ITEMS	STATE REASON IF (C) IS CIRCLED
A B C	1. The Company will adopt a policy of non-discrimination on the basis of race, religion, color, sex, or national origin with regard to recruitment, hiring, training, upgrading, promotion and discipline of employees or applicants for employment.	
A B C	2. The Company will develop procedures which will assure that this policy is understood and carried out by managerial, administrative, supervisory personnel.	
A B C	3. The Company will state its non-discriminatory policy in writing and communicate it to the following: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> a. All employees b. All recruitment sources c. All subcontractors </div> <div style="width: 45%;"> d. All relevant employee organizations including labor unions </div> </div>	
A B C	4. The Company will use recruitment sources such as employment agencies, unions, and schools which have a policy of referring applicants on a non-discriminatory basis.	
A B C	5. The Company will participate in training programs for the benefit of employees or prospective employees, according to the intent of City Ordinance Number 179-74.	
A B C	6. Company recruiters will seek a broad recruitment base in order that a representative cross-section of applications might be obtained, and will refrain from a hiring policy which limits job applicants to persons recommended by company personnel.	
A B C	7. The Company will take steps to integrate any position, departments, or plant locations which have no minority persons including African Americans or are almost completely staffed with one particular ethnic or racial group.	
A B C	8. The Company will review its qualifications for each job to determine whether such standards eliminate unemployed persons who could, if hired, perform the duties of the job adequately. The following qualifications should be reviewed: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> a. education b. experience </div> <div style="width: 45%;"> c. tests d. arrest records </div> </div>	
A B C	9. Residence in a particular geographical area will not be a qualifying or disqualifying criterion for employment with the Company.	
A B C	10. The Company will provide that all bargaining agreements with employee organizations, including labor unions, have non-discrimination clauses requiring equal employment opportunity.	

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IV. EMPLOYMENT DATA

Please note that this data may be obtained by visual survey or post-employment records. Neither visual surveys nor post-employment records are prohibited by any Federal, State or local law. All specified data are required to be filled in by law.

JOB CATEGORIES	ALL EMPLOYEES			MINORITY GROUP EMPLOYEES							
	TOTAL	MALE	FEMALE	MALE				FEMALE			
	MALE & FEMALE			African American	Asian American	Native American	Hispanic	African American	Asian American	Native American	Hispanic
Officials, Mgrs and Supervisors											
Professionals											
Technicians											
Part-Time Seasonal											
Office and Clerical											
Craftsmen (Skilled)											
Operatives (Semi-skilled)											
Laborers (Unskilled)											
Service Workers											
TOTAL											
Total employment from previous report (if any)											

REMARKS Use this space to give any identification data appearing on last report which differs from that given above, explain major changes in employment, changes in composition of reporting units, and other pertinent information.

The undersigned certifies that he is legally authorized by the bidder to make the statements and representations contained in this report. That he has read all of the foregoing statements and representations and that they are true and correct to the best of his knowledge and belief. The undersigned, understands that if any of the statements and representations are made knowing them to be false or there is a failure to implement any of the stated intentions or objectives, set forth herein, without prior notice to the Office of Contract Compliance, the bidder will be subject to the loss of all future awards.

FIRM OR CORPORATE NAME _____

DATE OF SIGNING _____

SIGNATURE _____

TITLE _____

SIGNATURE _____

TITLE _____

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V. ADDITIONAL INFORMATION (OPTIONAL)

Describe any other actions taken which show that all employees are recruited, hired, trained, and promoted without regard to their race, religion, color, sex, or national origin. Use separate sheet if additional space is required.

DESCRIPTION OF OCCUPATIONAL CATEGORIES

Officials, managers and supervisors - Occupations requiring administrative personnel who set broad policies, exercise over-all responsibility for execution of these policies, and direct individual departments or special phases of a firm's operations. Includes officials, executives, middle management, plant managers, department managers and superintendents, salaried foremen who are members of management, purchasing agents and buyers, and kindred workers.

Professionals - Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background. Includes accountants and auditors, airplane pilots and navigators, architects, artists, chemists, designers, dietitians, editors, engineers, lawyers, librarians, mathematicians, natural scientists, physicians, social scientists, teachers, and kindred workers.

Technicians - Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through about 2 years of post high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on-the-job training. Includes draftsmen, engineering aids, junior engineers, mathematical aids, nurses, photographers, radio operators, scientific assistants, surveyors, technical illustrators, technicians, (medical, dental, electronic physical sciences), and kindred workers.

Sales workers - Occupations engaging wholly or primarily in direct selling. Includes advertising agents and salesmen, insurance agents and brokers, stock and bond salesmen, demonstrators, salesmen and sales clerks and kindred workers.

Office and clerical - Includes all clerical type work regardless of level of difficulty, where the activities are predominantly nonmanual though some manual work not directly involved with altering or transporting the products is included. Includes bookkeepers, cashiers, collectors (bills and accounts), messengers and office boys, office machine operators, shipping and receiving clerks, stenographers, typists and secretaries, telegraph and telephone operators, and kindred workers.

Craftsmen (Skilled) - Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgement and usually receive an extensive period of training. Includes the building trades hourly paid foremen and leadmen who are not members of management, mechanics and repairmen, skilled machining occupations, compositors and typesetters, electricians, engravers, job setters (metal), motion picture projectionists, pattern and model makers, stationary engineers, tailors and tailoresses, and kindred workers.

Operatives - (Semi-Skilled) - Workers who operate machine or processing equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training.

Laborers (Unskilled) - Workers in manual occupations which generally require no special training. Perform elementary duties that may be learned in a few days and require no independent judgement. Includes garage laborers, car washers and greasers, gardeners (except farm) and groundskeepers, longshoremen and stevedores, lumbermen, raftsmen and wood choppers, laborers performing lifting, digging, mixing, loading, and pulling operations, and kindred workers.

Service workers - Workers in both protective and nonprotective service occupations. Includes attendants (hospital and other institution, professional and personal service), barbers, charwomen and cleaners, cooks (except household), counter and fountain workers, elevator operators, firemen and fire protection, guards, watchmen, and doorkeepers, stewards, janitors, policemen and detectives, porters, waiters and waitresses, and kindred workers.

Apprentices - Persons employed in a program including work training and related instruction to learn a trade or craft which is traditionally considered an apprenticeship, regardless of whether the program is registered with federal or State agency.

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POLICY STATEMENT

THE CITY OF CANTON, OHIO IN CONFORMANCE WITH LOCAL, STATE, AND FEDERAL REGULATIONS REQUIRE EACH EMPLOYER, CONTRACTOR, AND MATERIAL SUPPLIERS WORKING CITY PROJECTS TO BE SIGNATURES OF THE FOLLOWING STATEMENTS:

1. IT IS THE POLICY OF _____ THAT EQUAL EMPLOYMENT OPPORTUNITY BE AFORDED TO ALL QUALIFIED PERSONS WITHOUT REGARD TO RACE, RELIGION, SEX OR NATIONAL ORIGIN.
2. IN SUPPORT OF THIS DOCUMENT _____ WILL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT BECAUSE OF RACE, RELIGION, COLOR, SEX OR NATIONAL ORIGIN.
3. THE _____ WILL TAKE AFFIRMATIVE ACTION TO INSURE THAT APPLICANTS ARE EMPLOYED AND THAT EMPLOYEES ARE TREATED DURING EMPLOYMENT WITHOUT REGARD TO THEIR RACE, RELIGION, COLOR SEX OR NATIONAL ORIGIN. SUCH ACTION WILL INCLUDE BUT NOT BE LIMITED TO:
RECRUITMENT, ADVERTISING OR SOLICITATION FOR EMPLOYMENT, HIRING, PLACEMENT, UPGRADING, TRANSFER OR DEMOTION, SELECTION FOR TRAINING INCLUDING APPRENTICESHIP RATES OF PAY OR OTHER FORMS OF COMPENSATION, LAYOFFS OR TERMINATION.
4. THE OF _____ WILL MAKE EVERY EFFORT TO COMPLY WITH MINORITY UTILIZATION GOALS AS FOLLOWS: (9%) NINE PERCENT MINORITIES IN WORKFORCE ON THIS JOB, (6.9%) SIX POINT NINE PERCENT FEMALE UTILIZATION ON THIS JOB, (10%) TEN PERCENT OF CONTRACT AMOUNT EXPENDED WITH MINORITY BUSINESS ENTERPRISES.
5. THE OF _____ SHALL REQUIRE EACH SUB-CONTRACTOR WE HIRE ON THIS PROJECT TO ADHERE TO, SIGN, AND RETURN THIS STATEMENT TO THE CITY.

(Date)

(Name of Company)

(Signature and Title of Company Officer)